Service Level Agreement	Target Performance	Current Performance	

Help Desk

Service Level Agreement	Target Performance	Current Performance	
Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	55%	🔴
Helpdesk Call Abandonment Rate	Less then 2% Abondoned	14.5%	🔴
Level 1 Resolution Rate	75% Of All Calls Resolved By Level 1	89.39%	🟢
Helpdesk Staffing Level	100% Staffing By Schedule	100%	🟢
Random User Sampling Survey	95% Of Satisfied Customers	94.89%	🟡

Server Administration

Service Level Agreement	Target Performance	Current Performance	
General Server Availability	24x7 Availability (99.9 %)	98.40%	🟡
Exchange Server Availability	24x7 Availability (99.9 %)	99.47%	🟡
Citrix Server Availability	24x7 Availability (99.9 %)	99.88%	🟡
Web Server Availability	24x7 Availability (99.9%)	99.98%	🟢
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	🟢
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	🟢

Network Administration

Service Level Agreement	Target Performance	Current Performance	
WAN Availability (Core Distribution)	24x7 Availability (99.9%)	99.79%	🟡
Router Availability (FSSA/INDOT/BMV)	24x7 Availability (99.9%)	99.83%	🟡
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	🟢
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	🟢
Staffing	According To Schedule (99%)	100%	🟢

System Management

Service Level Agreement	Target Performance	Current Performance	
New Network Account Requests	Creation Within 2 Business Days (99%)	93.28%	🔴
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	93.38%	🔴
Network Rights Change Requests	Change Within 8 Business Hours (99%)	76%	🔴
Emergency Disable Requests	Disabled Within 2 Business Hours (99%)	100%	🟢

🟢 In compliance
🟡 Within 3% compliance
🔴 Out of compliance
⚪ Insufficient data available this month

IOT Service Operations   *IOT SVC Ops Enterprise Compliance*

Service Level Agreement	Target Performance	Current Performance

Deployments

Service Level Agreement	Target Performance	Current Performance	
Remote Server Installation	5 Business Days after Delivery (98%)	100%	🟢
Local Server Installation	1 Business Day after Delivery (98%)		⚪
Remote Workstation Installation	5 Business Days after Delivery (98%)	100%	🟢
Local Workstation Installation	1 Business Day after Delivery (98%)		⚪
Remote Software Installation	3 Business Days after Delivery (98%)		⚪
Local Software Installation	1 Business Day after Delivery (98%)		⚪
Remote Perhipheral Installation	3 Business Days after Delivery (98%)	100%	🟢
Local Perhipheral Installation	1 Business Day after Delivery (98%)		⚪

In compliance
Within 3% compliance
Out of compliance
Insufficient data available this month

IOT Service Operations   *IOT SVC Ops Enterprise Compliance*